Maui County Wireless E9-1-1 Status Report
May 1, 2010 – May 31, 2010

- ## PSAP Operations

9-1-1 Call Volume – May 2010

PSAP	Total	Wireline	%	Wireless	%
MAUI (*)	8,282	2,815	34.0%	5,467	66.0%
MOLOKAI	295	176	59.7%	119	40.3%

(*) Totals are based on calls to primary PSAP.

9-1-1 Call Volume – Calendar Year 2010

MAUI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2010	**Total**	**# of Calls**	**%to Total Wireline & Wireless**	**# of Calls**	**%to Total Wireline & Wireless**	**# of Calls**	**%to Total Calls**	**# of Calls**	**%Abandoned of Total**
December									
November									
October									
September									
August									
July									
June									
May	8,282	2,815	34.0%	5,467	66.0%	0	0.0%	1,395	16.8%
April	7,737	2,962	38.3%	4,774	61.7%	1	0.0%	1,193	15.4%
March	8,295	2,807	33.8%	5,488	66.2%	0	0.0%	1,446	17.4%
February	7,424	2,606	35.1%	4,818	64.9%	0	0.0%	1,281	17.3%
January	8,228	2,946	35.8%	5,280	64.2%	2	0.0%	1,464	17.8%
TOTAL YTD	**39,966**	**14,136**	**35.4%**	**25,827**	**64.6%**	**3**	**0.0%**	**6,779**	**17.0%**
AVG PER MO	**7,993**	**2,827**		**5,165**		**1**		**1,356**	

<u>Note:</u> Total Calls include Administrative calls that are not direct 911 calls.

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- ## PSAP Operations (continued)

9-1-1 Call Volume – Calendar Year 2010 (continued)

MOLOKAI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2010	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned of Total
December									
November									
October									
September									
August									
July									
June									
May	295	176	59.7%	119	40.3%	0	0.0%	34	11.5%
April	274	178	65.2%	95	34.8%	1	0.4%	50	18.2%
March	298	185	62.1%	113	37.9%	0	0.0%	52	17.4%
February	248	166	66.9%	82	33.1%	0	0.0%	46	18.5%
January	228	137	60.4%	90	39.6%	1	0.4%	47	20.6%
TOTAL YTD	1,343	842	62.8%	499	37.2%	2	0.1%	229	17.1%
AVG PER MO	269	168		100		0		46	

Note: Total Calls include Administrative calls that are not direct 911 calls.

Notes:

(1) "Abandoned" calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered.

(2) "Abandoned" calls are included in the "Wireline" and "Wireless" counts respectively. The standard CML reports do not provide a break-out of "Abandoned" calls between "Wireline" and "Wireless" calls.

(3) Total call volumes include Administrative calls. (Administrative calls = Calls made between 911 positions but are not 911 calls.)

Wireless Test – May 2010

Date	WSP	Island	Sites Tested	Sectors Tested	Tested By:
05/05/10	AT&T Mobility	Molokai	1	3	Molokai PSAP/ Akimeka
05/11/10	Sprint/Nextel	Maui	1	1	Maui PSAP/Akimeka
05/11/10	Sprint/Nextel	Lanai	4	7	Maui PSAP/Akimeka
05/11/10	Mobi PCS	Maui	1	3	Maui PSAP/Akimeka

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- ## PSAP Operations (continued)

05/01/10 -- Ongoing	Akimeka personnel continues to monitor an open AT&T Mobility trouble ticket (11/21/09) for missing house number (HN), street and community information when transferring a WPH2 call or rebidding a WPH2 call. Trouble was isolated to signalling problems. Plans are underway between AT&T Mobility and Intrado to upgrade their network and resolve the trouble.

The projected completion date was pushed out to allow for the completion and testing of the rehoming and network upgrade project across the Neighbor Islands.

The rehoming and upgrade project (Phase 2) has been completed on Kaua`i, Hawai`i, Maui, Lanai, and Molokai (May 5, 2010). Hawaii AT&T Mobility representatives are working with their Corporate counterparts for the CGI upgrade. AT&T Mobility is expected to schedule a conference call after June 15th to discuss the next steps with the Neighbor Island PSAPs.

05/01/10 -- Ongoing	Akimeka personnel and Intrado continue to work on OnStar, Hughes, and ATX call display issues. Intrado proposed to schedule a "webinar" with the Neighbor Island PSAPs to review and coordinate the next steps in providing telematic calls to the native 9-1-1 network. A target date for the "webinar" was not provided.
05/01/10 -- 05/04/10	On behalf of the Neighbor Island PSAPs, Akimeka personnel requested a tentative 2010 testing schedule from all of the Wireless Service Providers (WSP).
05/01/10 -- 05/13/10	In response to Hawaiian Telcom, Inc.'s (HTI) notice to bill the Neighbor Island PSAPs for long distance charges, Akimeka personnel coordinated and consolidated questions and responses for the Neighbor Island PSAPs. This was a topic of discussion at the Wireless E9-1-1 Board Technical/Finance Committee meeting and the Wireless E9-1-1 Board meeting held on May 13, 2010.

At the May 13th Wireless E9-1-1 Board meeting, it was agreed that Hawaiian Telcom, Inc., would provide additional information at the next Wireless E9-1-1 Board Technical/Finance Committee meeting in June 2010.

05/01/10 -- 05/31/10	Akimeka personnel with the assistance of Intrado, completed a flowchart for the Neighbor Island PSAPs which documents the flow of a Call Routing Spreadsheet (CRSS) and Testing Validation Worksheet (TVW). The flowchart will help all parties involved to better understand the timeframes needed to plan a test.
05/03/10 -- 05/26/10	Akimeka personnel and AT&T Mobility personnel coordinated dates and information for the Neighbor Island PSAPs regarding a SS7 upgrade with Hawaiian Telcom, Inc. (HTI). The upgrade was successfully completed on May 26, 2010.
05/12/10	Akimeka personnel distributed to the Wireless Service Providers (WSP) a 2010 Holiday NO TEST schedule for each of the Neighbor Island PSAPs.

- ## PSAP Operations (continued)

05/12/10 -- 05/14/10	Akimeka personnel informed Jennie Stein of Sprint/Nextel that the use of the 7-digit Admin telephone number was never authorized by the Neighbor Island PSAPs. It was explained that the Punahou overflow trunks were the preferred route.
	Glenn Roach, Executive Director of the Wireless E9-1-1 Board, interceded to work with Sprint/Nextel and Hawaiian Telcom, Inc., to develop a solution.
05/18/10	Akimeka personnel distributed an announcement to all State of Hawaii PSAPs to inform the PSAPs of the new commanders for the Maui and Molokai PSAPs -- Lieutenant Jayson Rego and Lieutenant Leighton Kanaele, respectively.
05/19/10 -- Ongoing	Akimeka personnel notified Mobi PCS and Intrado that an annual audit would be conducted. They are in the process of providing the necessary TVWs.
05/20/10	Akimeka personnel participated in the PSAP Forum sponsored by Hawaiian Telcom, Inc. to discuss Next Generation 9-1-1 (NG9-1-1).
05/26/10	Akimeka personnel attended the Best Practices in Public Safety Recording, Quality Assurance, and Training webinar. PowerPoint and re-telecast times were distributed to the Neighbor Island PSAPs.

- ## MSAG

Current Month – May 2010

2010		9-1-1NET REQUESTS							(a) Customer Address Change Requests Submitted	(b) In Suspended Status as of Report Month End	
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected		# of Transactions	TNs Affected
MAUI COUNTY	188	183	58	5	108	9	3	2	5	1	1
		Revised categories and report format changes effective April 2009.									

A total of 188 transactions were made on the MSAG database. See attached spreadsheet for a detailed description of changes and additions.

During the month of May 2010, 183 changes were made to the Maui County MSAG database. There currently exists one (1) request under Suspended status with one (1) TN affected, which is a carryover from last month. The location remains unknown.

Efforts were focused on removing common names used as street names that had no customers affected by the MSAG record removal.

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- ## MSAG (continued)

Year-to-Date (YTD) – 2010

MAUI COUNTY		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
2010	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)		# of Transactions	TNs Affected
December											
November											
October											
September											
August											
July											
June											
May	188	183	58	5	108	9	3	2	5	1	1
April	89	83	42	1	22	16	2	34	6	1	1
March	178	173	41	45	34	46	7	1	5	1	1
February	117	104	19	4	51	27	3	0	13	1	1
January	138	125	58	14	13	21	19	0	13	2	7
TOTAL YTD	**710**	**668**	**218**	**69**	**228**	**119**	**34**	**37**	**42**		
AVG PER MO	**142**	**134**	**44**	**14**	**46**	**24**	**7**	**7**	**8**		

(*) Applies to Change, Delete and Insert categories

Notes: Revised categories and report format changes effective April 2009.

Definitions:	(a)	Represents customer address change requests identified by Akimeka and submitted to Intrado to correct the customer records and/or MSAG.
	(b)	Represents what is in suspension status at the end of the report month -- awaiting further action by County, Telco, or Akimeka.

- ## Mapping Layers Updated/Loaded Into GIS – May 2010

MAUI COUNTY					
Type of Layer	Island	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed	Date Uploaded to Server		
WSP Cell Towers					
	Maui	05/14/10			Per Mobi PCS CRSS
Street Centerlines					
	Maui	05/28/10			
	Maui	05/25/10			
	Maui	05/24/10			
	Maui	05/20/10			
	Maui/Molokai	05/19/10			
	Maui	05/18/10			
	Maui	05/17/10			
	Maui	05/14/10			
	Maui	05/07/10			
	Maui	05/05/10			
	Maui	05/04/10			
	Maui	05/03/10			

(*) *Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.*

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- ## Mapping Layers Updated/Loaded Into GIS – May 2010
  (continued)

Type of Layer	Island	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed	Date Uploaded to Server		
MAUI COUNTY					
Address Points	Maui	05/28/10			Added address points from DSA County assigned address maps
	Maui	05/20/10			
	Molokai	05/19/10			
	Maui	05/18/10			
	Maui	05/17/10			
	Maui	05/07/10			
	Maui	05/03/10			
Pseudo Address Points					
Parcels	Maui	05/14/10			
	Maui	05/12/10			
	Maui	05/11/10			
	Molokai	05/10/10			
	Molokai	05/07/10			
	Molokai	05/05/10			Adjusted parcels to spatially accurate data
Airports					
Bridges					
Cane Fields					
Coastal Names					
Common Places					
Communities					
Emergency Callboxes		05/28/10			
EMS Zones					
Fire Beat Boundaries					
Fire ESZ					
Fire Stations					
Fire Sub Zones					
Fire Zones					
Food & Beverage					Renamed Restaurant layer to Food & Beverage layer to include bakeries, cafes, food factories, etc.
Gate Codes	Maui	05/12/10			
High Resolution Imagery					
Hospitals					
Hotels					

(*) *Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.*

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- ## Mapping Layers Updated/Loaded Into GIS – May 2010
  (continued)

Type of Layer	Island	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed	Date Uploaded to Server		
Medic Beat Boundaries					
Medic Stations					
Milepost Markers					
National and State Parks					
Ocean Rescue Boundaries					
Park Polygon					
Points of Interest					
Police Beat Boundaries					
Police Dispatch Group (District)					
Police ESZ					
Police Reporting Areas					
Police Stations					
Ponds					
Post Offices					
Radio Towers					
Radius - Two Mile					
Radius - Three Mile					
Restaurants					
Schools					
Subdivisions					
Tow Truck					
Towns					
Trails					
Tsunami Evacuation Zones					

(*) *Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.*

Note: The Parcels layer is provided by Maui County. Akimeka does not perform any edits on the spatial information of the layer. Changes to the attribute table are made when needed. Akimeka uploads the layers into the Akimeka GIS Server and PSAP GIS Server accordingly.

- **Mapping Layers Updated/Loaded Into GIS – May 2010**
  (continued)

Current Month GIS Activities – May 2010

05/03/10   Akimeka GIS personnel assisted with the coordination of GIS data agreement with Maui Police Department and GIS departments.

05/04/10   Akimeka GIS personnel sent an email to David Bonini of Intergraph regarding Akimeka's Maui County cell tower layer.

05/04/10   Akimeka GIS personnel consulted with a vendor regarding horizontal accuracy of Central Maui's imagery and orthorectification methodology.

05/05/10   Akimeka GIS personnel participated on a conference call with Intergraph and the Maui County PSAP to discuss multiple common name search, etc.

05/11/10   Akimeka GIS personnel continued discussion about the methodology for improving horizontal accuracy for existing GIS data with real property.

05/13/10   Akimeka GIS personnel GPS'ed roads in Kapalua, Maui, Hawaii.

05/28/10   Akimeka GIS personnel scanned three (3) DSA Approved County Assigned Address maps received from the Maui Police Department.

- **Service Requests Transactions**

Open Service Requests – May 2010

MAUI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
1	01/19/10	131	Callbox 25	MSAG - ANI/ALI Discrepancy	High	Akimeka is waiting for an address change from Hawaiian Telcom.
2	05/21/10	221	Incorrect Address for Lahaina Fire Station	911 Map - Call Plotted Incorrectly	Low	ALI discrepancy report submitted to Intrado on May 28, 2010 for correction to the customer record.

MOLOKAI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

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- ## Service Requests Transactions (continued)

Year-to-Date (YTD) Summary – 2010

MAUI PSAP				SERVICE REQUEST CATEGORIES							
2010	**TOTAL**			**911 Map**		**MSAG**		**Request Training**		**Suggestions**	
	Created	**Closed**	**Open**	**Created**	**Closed**	**Created**	**Closed**	**Created**	**Closed**	**Created**	**Closed**
December											
November											
October											
September											
August											
July											
June											
May	2	1	2	1	0	1	1	0	0	0	0
April	2	2	1	1	1	1	1	0	0	0	0
March	1	1	1	1	1	0	0	0	0	0	0
February	4	5	1	3	3	1	2	0	0	0	0
January	4	2	2	1	1	3	1	0	0	0	0
TOTAL	**13**	**11**	**2**	**7**	**6**	**6**	**5**	**0**	**0**	**0**	**0**

Note: Open Service Requests reflect what is in pending status at the end of the report month.

MOLOKAI PSAP				SERVICE REQUEST CATEGORIES							
2010	**TOTAL**			**911 Map**		**MSAG**		**Request Training**		**Suggestions**	
	Created	**Closed**	**Open**	**Created**	**Closed**	**Created**	**Closed**	**Created**	**Closed**	**Created**	**Closed**
December											
November											
October											
September											
August											
July											
June											
May	0	0	0	0	0	0	0	0	0	0	0
April	0	0	0	0	0	0	0	0	0	0	0
March	0	0	0	0	0	0	0	0	0	0	0
February	0	0	0	0	0	0	0	0	0	0	0
January	0	0	0	0	0	0	0	0	0	0	0
TOTAL	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**

Note: Open Service Requests reflect what is in pending status at the end of the report month.

Definitions:	Category	Description
	911 Map	Mapping computer not functioning or displaying properly
	MSAG	Discrepancies with 9-1-1 MSAG addresses
	Request Training	E-911 Operations training needs
	Suggestions	Vehicle to share suggestions